

# Service Systems Associates

Please apply for one of the following.

## **Seasonal Job Summaries**

In a partnership with the Zoo, Service Systems Associates manages the Food Service and Gift Shop Departments. We expect that each of our employees maintain a positive attitude while working in a friendly, team-oriented environment. Each employee contributes to the "Wild" experience our guests encounter. All applicants must be at least 16 years of age and have the ability to work weekends throughout the busy season.

### **On-Call Catering Server**

Applicants must have 2-3 years experience in banquet serving or bussing. Must at least be available for Friday and Saturday evenings. Duties include working catering events, greeting guests, serving meals and bussing. Must be able to lift a minimum of 50lbs. Exceptional customer service skills required.

### **Food Service Cashier**

Cash register training will be provided however the applicant should possess good mathematic and cash handling skills. Duties include operating cash register and credit card machines, greeting customers and answering general questions. Positions may also include operating beverage machines, serving customers and other duties as requested. Exceptional customer service skills are required. Must be self-motivated and a leader. Some evening work may be needed.

### **Food Service Cook**

Duties include operating grills, fryers, pizza ovens and toasters. Duties also include greeting customers and answering general questions, serving customers and other duties as requested. Some evening work may be needed. Cooks will be trained and knowledgeable of proper food safety, rotation of product and preparation. Must be self-motivated and a leader. Exceptional customer service skills are required.

### **Retail Cashier**

Cash register training will be provided however the applicant should possess good mathematic, cash handling and basic computer skills. Duties include operating cash register and credit card machines, stocking and cleaning gift shops, providing general zoo information to visitors, organization and sale of wagons and strollers. Some evening work may be needed. Must be self-motivated and able to work independently. Exceptional customer service skills are required.

### **Custodial**

Must be self-motivated, dependable and able to work with a sense of urgency. Responsibilities include making sure the food service areas are clean. This includes windows, tables, garbage and general food service surroundings. Exceptional customer service skills are required. Some evening work may be needed.

# Service Systems Associates

Date of Application \_\_\_\_\_

Position Applied for - *Please select one:*

- Food Service Cashier  
  Food Service Cook  
  Retail Cashier  
  Custodial  
 Banquet Server  
  Other \_\_\_\_\_

## Personal History

Last name		First name		(M.I.)	Social Security No.	
Home addresses for the past 6 years (Use additional page if needed)						
Present Home address			Apt. #	City	State	Zip code
Home address			Apt. #	City	State	Zip code
Home address			Apt. #	City	State	Zip code
Home telephone (    )		Cell phone (    )		If employed, can you verify that you are 18 yrs. of age or older?		If no, do you have a valid work permit?
e-mail address				<input type="radio"/> Yes <input type="radio"/> No		<input type="radio"/> Yes <input type="radio"/> No
Date available to start:		Days and Hours available		S	M	T
				W	Th	F
				S	A.M.   P.M.   or both	
Are you available to work Memorial Day weekend?		<input type="radio"/> Yes <input type="radio"/> No				
Are you available to work 4th of July weekend?		<input type="radio"/> Yes <input type="radio"/> No				
Are you available to work Labor Day weekend?		<input type="radio"/> Yes <input type="radio"/> No				
How did you hear about this opportunity?		<input type="radio"/> Newspaper Ad <input type="radio"/> Friend _____ <input type="radio"/> Relative _____ <input type="radio"/> School Posting <input type="radio"/> Other _____				
Are you either a United States citizen or an alien who has the right to work in the job for which you are applying?				Pursuant to the Immigration Reform and Control Act of 1986, if you are hired you must produce, within 72 hours, documents which are specified by the federal government, establishing your identity and authorization for employment in the United States.		
<input type="radio"/> Yes <input type="radio"/> No						
In case of emergency, notify the person below who has the authority to act on my behalf.						
Name		Home telephone		Business telephone		
		(    )		(    )		
Home address		City		State		Zip code

## Supplemental Data

Maiden Name or Other Names Used in School, Previous Employment or State Certification	
Have you ever been convicted of a crime?      Yes      No	
Felony _____ or Misdemeanor _____, List Date _____ City/County _____ State _____	
If Yes, explain.	

## Education List highest level of education acquired.

GED:	Yes	No	Date received	Name and Address of Site
School name	School address			
High School	City		# of years attended _____	
	State _____		Graduate? <input type="radio"/> Yes <input type="radio"/> No	
College or Technical School	City _____		# of years attended _____	
	State _____		Graduate? <input type="radio"/> Yes <input type="radio"/> No	
Trade or Graduate School	City _____		# of years attended _____	
	State _____		Graduate? <input type="radio"/> Yes <input type="radio"/> No	

# Employment Application



**Employment History** List present and past employment, beginning with most recent. (Include military service.) May we contact Present Employer(s)?  Yes  No

<b>Dates</b>	<b>Employer</b>	<b>Duties</b>	<b>Pay rate</b>	<b>Reason for leaving</b>
<b>Current/ Previous Job</b>	Name _____		Start:	
From:	Address _____		\$ _____	
	City _____		Finish:	
To:	State _____ Zip code _____		\$ _____	
Supervisor Name and Title			Telephone ( )	
<b>Dates</b>	<b>Employer</b>	<b>Duties</b>	<b>Pay rate</b>	<b>Reason for leaving</b>
<b>Previous Job</b>	Name _____		Start:	
From:	Address _____		\$ _____	
	City _____		Finish:	
To:	State _____ Zip code _____		\$ _____	
Supervisor Name and Title			Telephone ( )	
<b>Dates</b>	<b>Employer</b>	<b>Duties</b>	<b>Pay rate</b>	<b>Reason for leaving</b>
<b>Previous Job</b>	Name _____		Start:	
From:	Address _____		\$ _____	
	City _____		Finish:	
To:	State _____ Zip code _____		\$ _____	
Supervisor Name and Title			Telephone ( )	

## References

Name _____	Home phone ( ) _____	Business Phone ( ) _____
Address _____	Years Known _____	Socially _____ Professionally _____
Business Address _____		
City _____ State _____ Zip code _____	Title _____	
Name _____	Home phone ( ) _____	Business Phone ( ) _____
Address _____	Years Known _____	Socially _____ Professionally _____
Business Address _____		
City _____ State _____ Zip code _____	Title _____	
Name _____	Home phone ( ) _____	Business Phone ( ) _____
Address _____	Years Known _____	Socially _____ Professionally _____
Business Address _____		
City _____ State _____ Zip code _____	Title _____	

**Essay Question**

Service Systems Associates has a long history of providing customer services for Zoos and Aquariums across the country. We pride ourselves on creating a positive family environment and contribute to the zoo's goals of education and conservation. Please explain how you will be an asset in contributing to our mission. Give examples of past experiences that have helped to prepare you for this position. *(maximum 500 words)*

**Please Read Carefully**

Please do not call the Zoo to follow up on your application. The Human Resources department is unable to respond to the large volume of calls we receive. Candidates selected for employment will be contacted by telephone.

Please mail your application to: **Service Systems Associates**  
 Human Resource Department  
 One Wild Place  
 Pittsburgh, PA 15206

I understand that Service Systems Associates is an at will employer and my employment can be terminated with or without cause and with or without notice at any time at the option of SSA or myself. If employed by SSA, I will abide by the policies, procedures, rules and regulations and understand that they can be changed at any time. I understand that as an employee I am responsible for knowing the rules, regulations, policies and procedures of the organization.

I give authorization to contact any or all previous employers, references, schools, law enforcement agencies, and all persons necessary to confirm my personal history, general reputation and character. All persons, corporations, law enforcement agencies and schools supplying such information will be released from all liability and damages whatsoever or using said information.

\_\_\_\_\_  
 Applicant's signature

\_\_\_\_\_  
 Date

**For Office Use Only**

Possible Position:			
<input type="radio"/> Hire <input type="radio"/> Hold <input type="radio"/> Not hire	Starting date:	Starting rate:	Interviewed by:
<input type="radio"/> Full-time <input type="radio"/> Part-time <input type="radio"/> Seasonal			Date: